



# Appendix E

## *Maintenance of the Manual*

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### Introduction

This appendix contains information about revisions to manuals and the procedures and responsibilities for users to maintain the *Export Certification Manual (ECM)*. The ECM is issued and maintained in paper copy and is manually kept current by the users. The ECM is also available electronically on PPQ's Manuals Unit web site (see the web site address below) and from the EXCERPT home page.

[<http://www.aphis.usda.gov/ppq/manuals/online\\_manuals.html>](http://www.aphis.usda.gov/ppq/manuals/online_manuals.html)

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### Revisions to Manuals

Changes in policy and regulations and errors in manuals that would lead to incorrect actions are immediately corrected and updated. Revisions are **not** issued solely to correct a minor typographical error.

The PPQ Manuals Unit issues transmittals (e-mails or memorandums) for advance notices, immediate updates, and new editions of manuals.

#### Advance Notices

Advance notices are issued when the revisions are **not** urgent or are extensive (more than 6 pages). Transmittals (e-mails or memorandums) for advance notices usually contain the following information:

- ◆ Transmittal number (used to track revisions)
- ◆ Alert to users that the manual has been updated
- ◆ Purpose of the revision
- ◆ Supersede statement
- ◆ List of updated pages
- ◆ Instructions to add new pages and to remove old pages and replace with new ones

### Immediate Updates

Immediate updates are issued when the revisions are urgently needed and cover 6 pages or less.

Transmittals (e-mails or memorandums) for immediate updates usually contain the following information:

- ◆ Transmittal number (used to track revisions)
- ◆ Purpose of the immediate update
- ◆ Supersede statement
- ◆ List of the updated pages
- ◆ Instructions to add new pages and to remove old pages and replace with new ones
- ◆ Attached pages

### New Editions

In general, new editions are issued when the percentage of revised pages exceeds 30 percent of an entire manual. For new editions to online manuals, transmittal e-mails are issued. For new editions to paper manuals, transmittal memorandums are issued.

### Supersede Statements

Supersede statements identify existing official documents that are **no** longer valid or accurate because they have been incorporated into the manual. Supersede statements are included in transmittals (e-mails or memorandums).

PPQ's Manuals Unit is obligated to identify all existing official documents that are superseded. If manual users accessed outdated information that was **not** formally superseded, then the agency may be liable. Therefore, supersede statements are critical from a legal standpoint.

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## Keeping the *Export Certification Manual Current*

Manual users can keep track of manual revisions from transmittals, control data, and update records.

### Transmittals

Transmittals are the correspondence that accompany advance notices, immediate updates, and new editions. Transmittals are either e-mails or memorandums that explain the manual revision. Each transmittal has a unique number usually identified in the subject line, which can be used to track revisions. New editions **always** start with the transmittal number of -01 and the number increases by one for each revision made during the life of the edition.

### Control Data

Control data are the numbers located at the bottom of most pages opposite the page number, which can be used to track revisions. Control data contain the month, year, and transmittal number for that page (see [Figure E-1-1](#)).

09/2004-01	◆ 09/2004 is the month and year when the manual page was issued
	◆ -01 is the transmittal number

**FIGURE E-1-1: Example of Control Data**

### Update Records

Update records are located on the reverse side of the manual's title page. When transmittals are received, record the transmittal number and date received in the Update Record. Keeping track of transmittal numbers helps identify missing revisions, especially if users find that the transmittal numbers are out-of-sequence.

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## Responsibilities of Manual Users

Those who receive a paper copy of the manual should continue below to understand their responsibilities to keep their manual up to date. Otherwise, online manuals are maintained by PPQ's Manuals Unit and reside on PPQ's Manuals Unit web site.

The **ECM must** be kept up-to-date in order to effectively maintain a paper copy and to enhance professionalism. When an outdated manual is used, then you risk making decisions that could jeopardize the phytosanitary export certification program. Your diligence is a crucial part of maintaining the **ECM**.

When you receive each revision, do the following:

1. Read the transmittal to understand the purpose of the revision. **Except** for changes to the index, all changes are marked with a change bar as located to the left of this sentence.
2. Record the transmittal number and date received in the **Update Record**. If you have missed a revision, check PPQ's Manuals Unit web site.
3. Add new pages or remove old pages and replace them with the revised ones on the same day you receive the revision.
4. If required locally, numerically file the transmittal (e-mail or memorandum).
5. If you receive a paper copy of the manual, then communicate, through proper channels, changes to addresses and copy counts on the mailing label (see **Adding and Changing Addresses and Copy Counts**).

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## Adding and Changing Addresses and Copy Counts

Paper copies of some manuals are mailed from the APHIS Printing, Distribution, and Mail Branch located in Riverdale, Maryland. If you receive a paper copy, then be sure to communicate, through proper channels, changes to addresses and copy counts for the mailing list.

When updating mailing lists, **always** provide the following information:

- ◆ Distribution code: 34041
- ◆ Access code from a label used to mail the manual (line of letters and numbers directly above the address on the label), for changes and deletions
- ◆ Old address, if applicable
- ◆ New address, if applicable
- ◆ Contact person with phone and FAX numbers

Mail, FAX, or e-mail the request to the following address:

USDA, APHIS, PDMB  
Printing, Distribution, and Mail Branch  
7400 River Road, Unit 1  
Riverdale, Maryland 20737-1229  
Attn: Ed Lawson  
FAX: 301-734-8455  
E-mail: <[edward.s.lawson@aphis.usda.gov](mailto:edward.s.lawson@aphis.usda.gov)>

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## Ordering Additional Manuals and Revisions

When ordering additional manuals or revisions, **always** provide the following information:

- ◆ Organization
- ◆ P. O. Box or street address (include room or suite number)
- ◆ City, State, and nine-digit zip code
- ◆ Contact person with phone and FAX numbers
- ◆ Manual title: *Export Certification Manual*
- ◆ Transmittal number, if known
- ◆ Number of copies needed

Mail, FAX, or e-mail the request to the following address:

USDA, APHIS, PDMB  
Printing, Distribution, and Mail Branch  
4700 River Road, Unit 1  
Riverdale, Maryland 20737-1229  
Attn: Mary L. Kellington  
FAX: 301-734-8455  
E-mail: <[mary.l.kellington@aphis.usda.gov](mailto:mary.l.kellington@aphis.usda.gov)>

